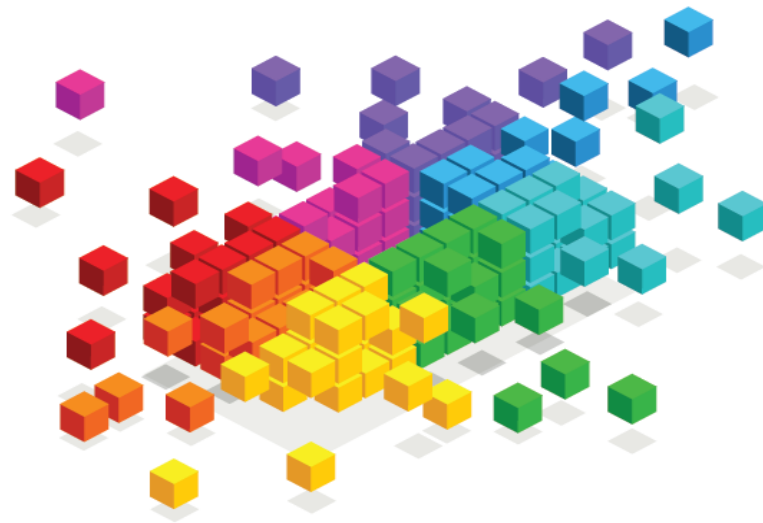


Information Lifecycle Governance Tech Talk and Product Update:

Building on ECM Investments – Value & Product Roadmap

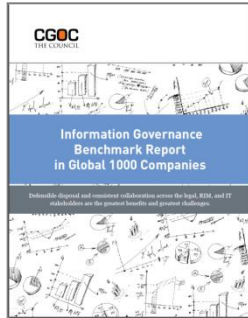
Putting Content to Work
ECM UserNet 2011



Our Program Goal

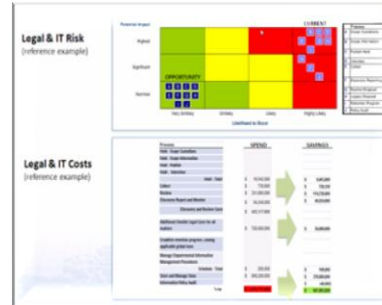
Help you identify opportunities to leverage your skills and investments on high-cost, high-risk information governance challenges your organization faces with sessions on:

1



Executive Challenges & Recent Findings

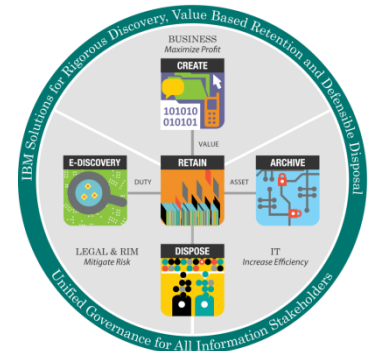
2



Executive Points of View on the Challenges

- ✓ CIO
- ✓ General Counsel
- ✓ Risk & Compliance

3



ECM Building Blocks

- ✓ Value Roadmap
- ✓ Product Roadmap

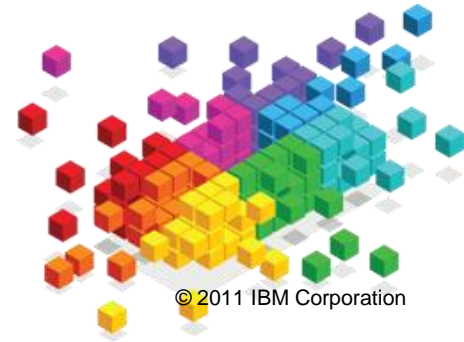
Topics

1. Value Roadmap

- Cost and risk impacts of IT investments
- Value curve, pre-requisites

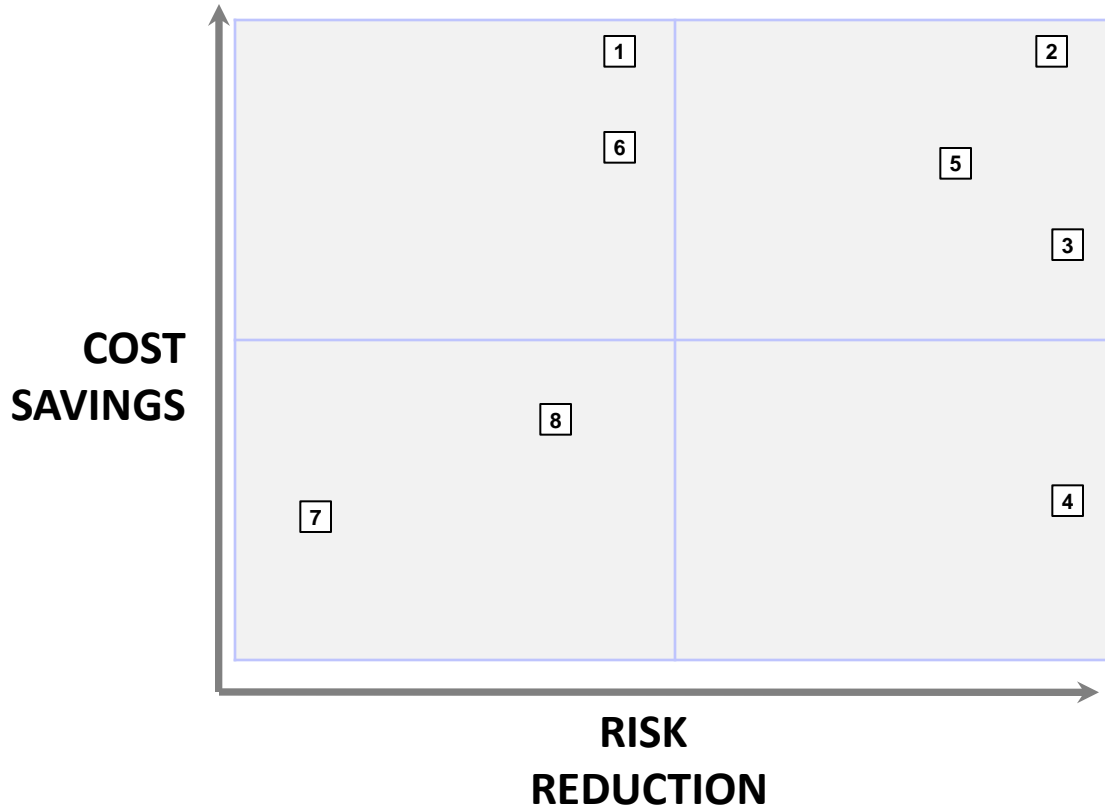
2. Getting more value from your investments

- Adding products to lower cost, risk
- Upcoming releases increasing value from current investments



Potential Areas of Focus

Risk & Cost Impact Analysis

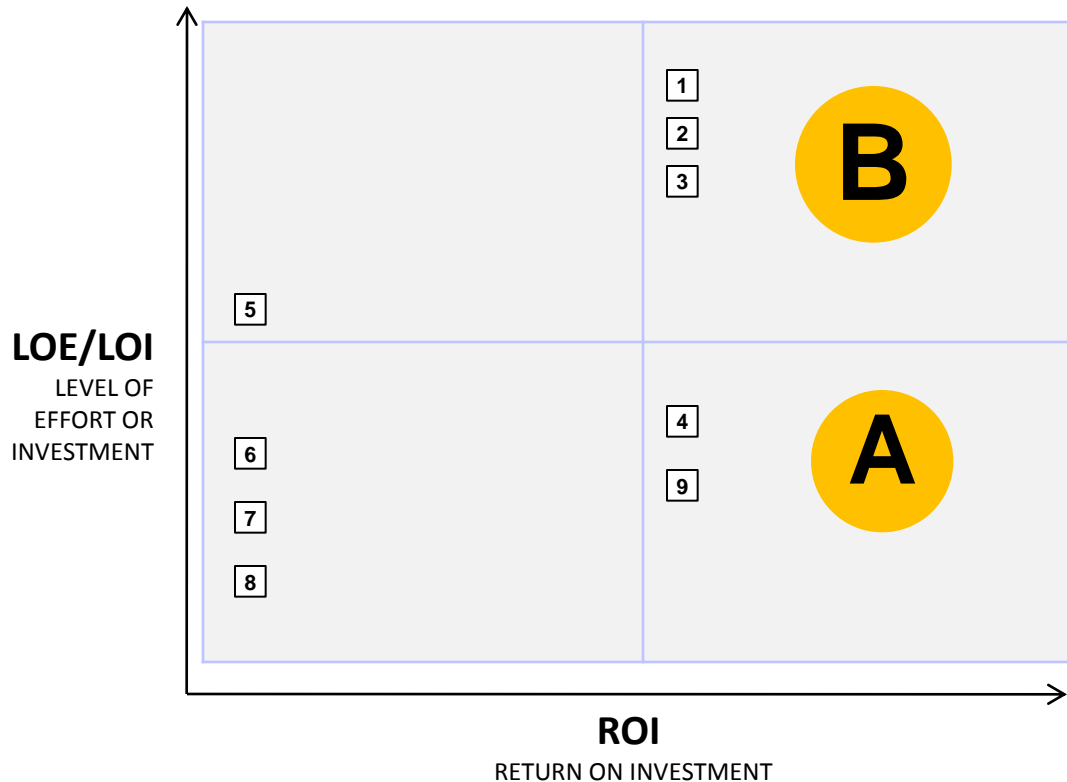


Quantified Impact:

1. Archiving structured and unstructured data
2. Defensible disposal
3. eDiscovery process management and analytics
4. Financial and operational risk management workflow
5. Records and retention management
6. Repository consolidation
7. Enterprise content gateway
8. FileNet upgrade
9. Line of business analytics

Investment Roadmap

Return on Resources Invested



Vision & Roadmap

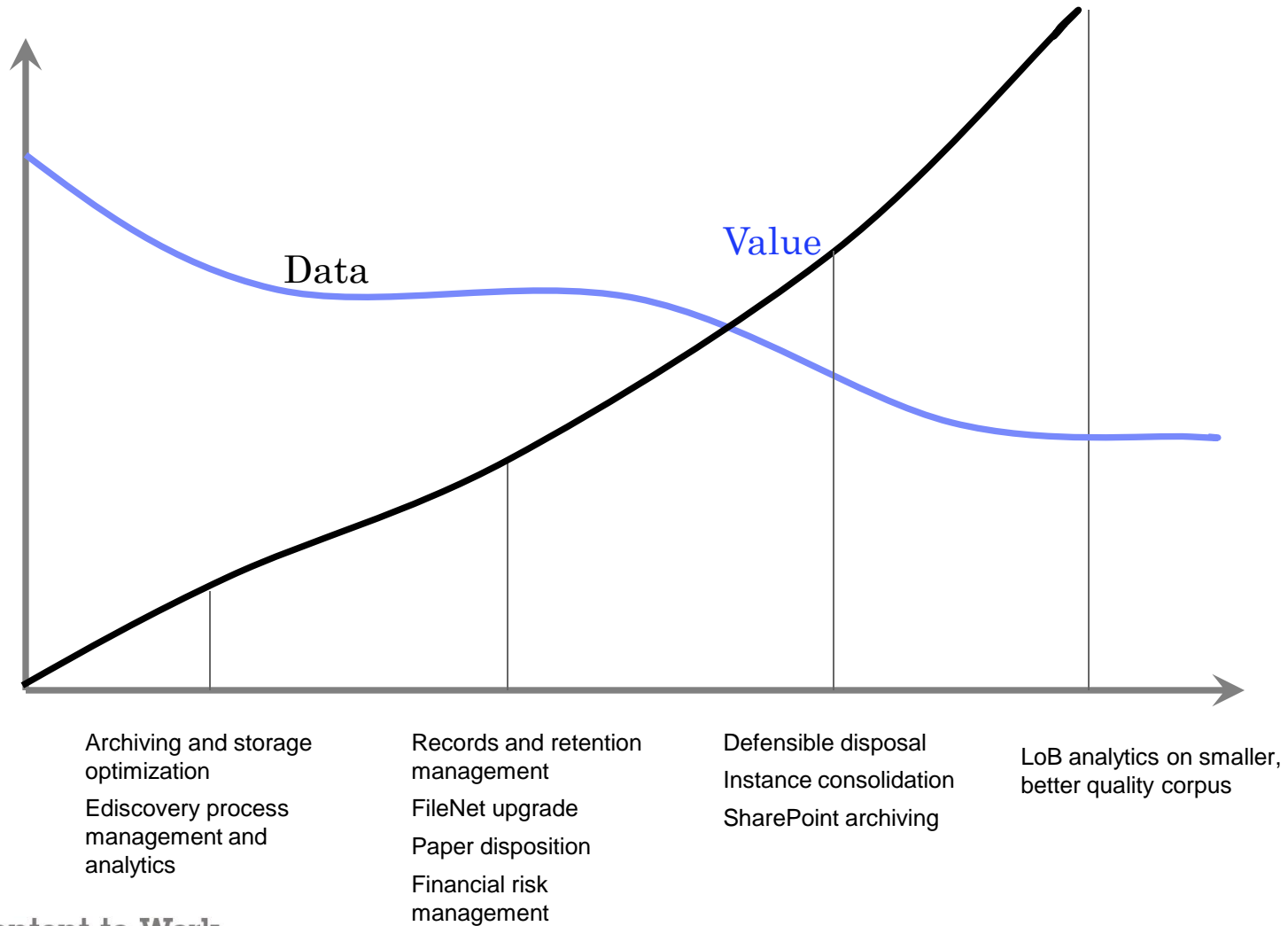
Longer Range Investments & Cumulative Results

- **Repository consolidation** to lower infrastructure and discovery costs
- **SharePoint archiving** and record harvesting to reduce risk and lower discovery exposure and IT costs
- **Defensible disposal** to lower legal risk and costs and change data growth curve
- **LoB analytics** to improve decision making and value extraction

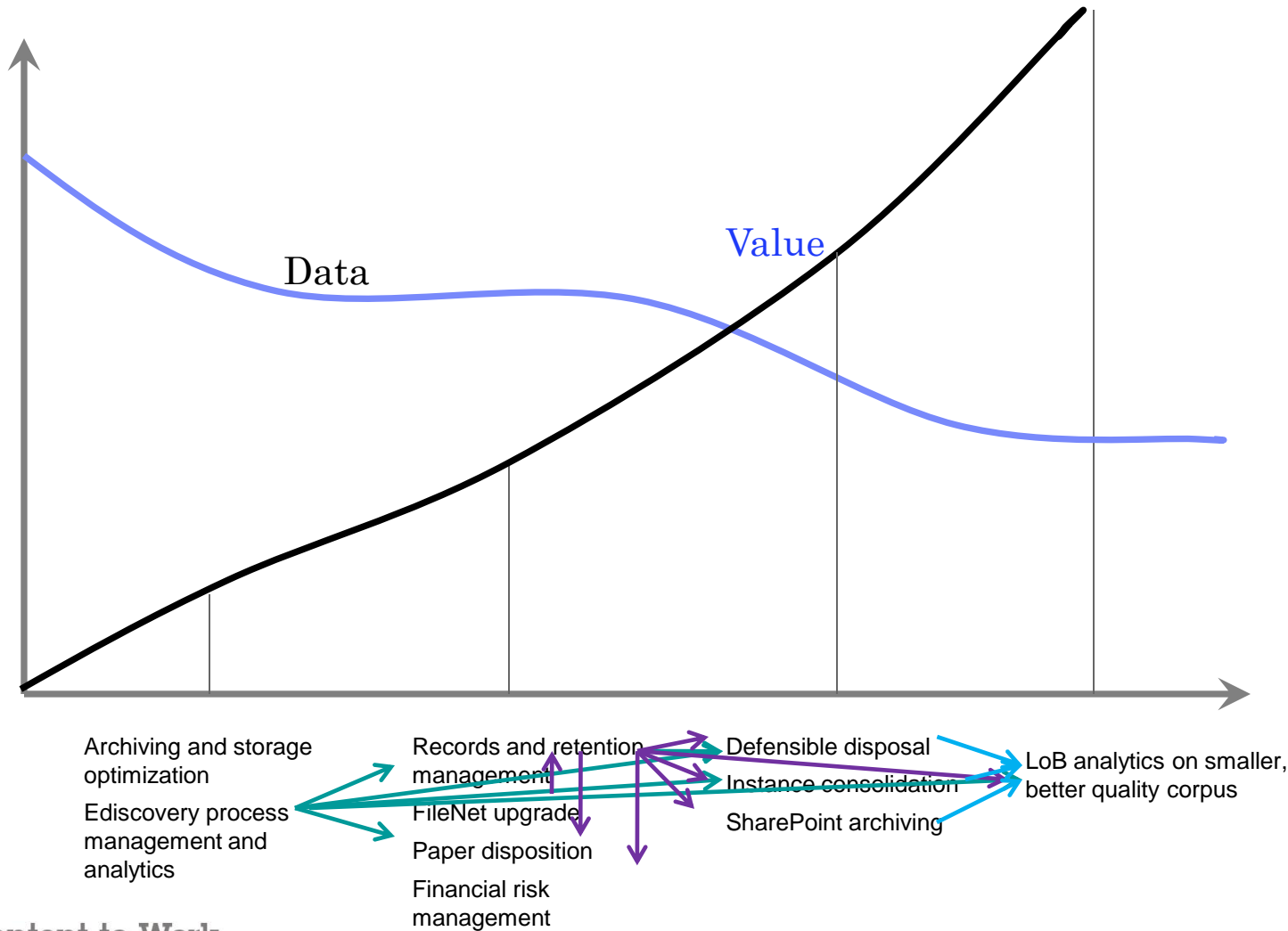
Immediate Investments & Results

- **Archiving** email, fileshare, and structured content to compress data footprint, ensure integrity and accessibility
- **Ediscovery** process management and analysis to reduce legal risk and cost and IT cost through transparency to data managers
- **Records** and retention management with FileNet upgrade to dispose of unnecessary paper records, refresh regulatory compliance framework, ensure record integrity, and build toward disposal
- **Financial and operational risk management** to reduce risk, provide enterprise framework and transparency

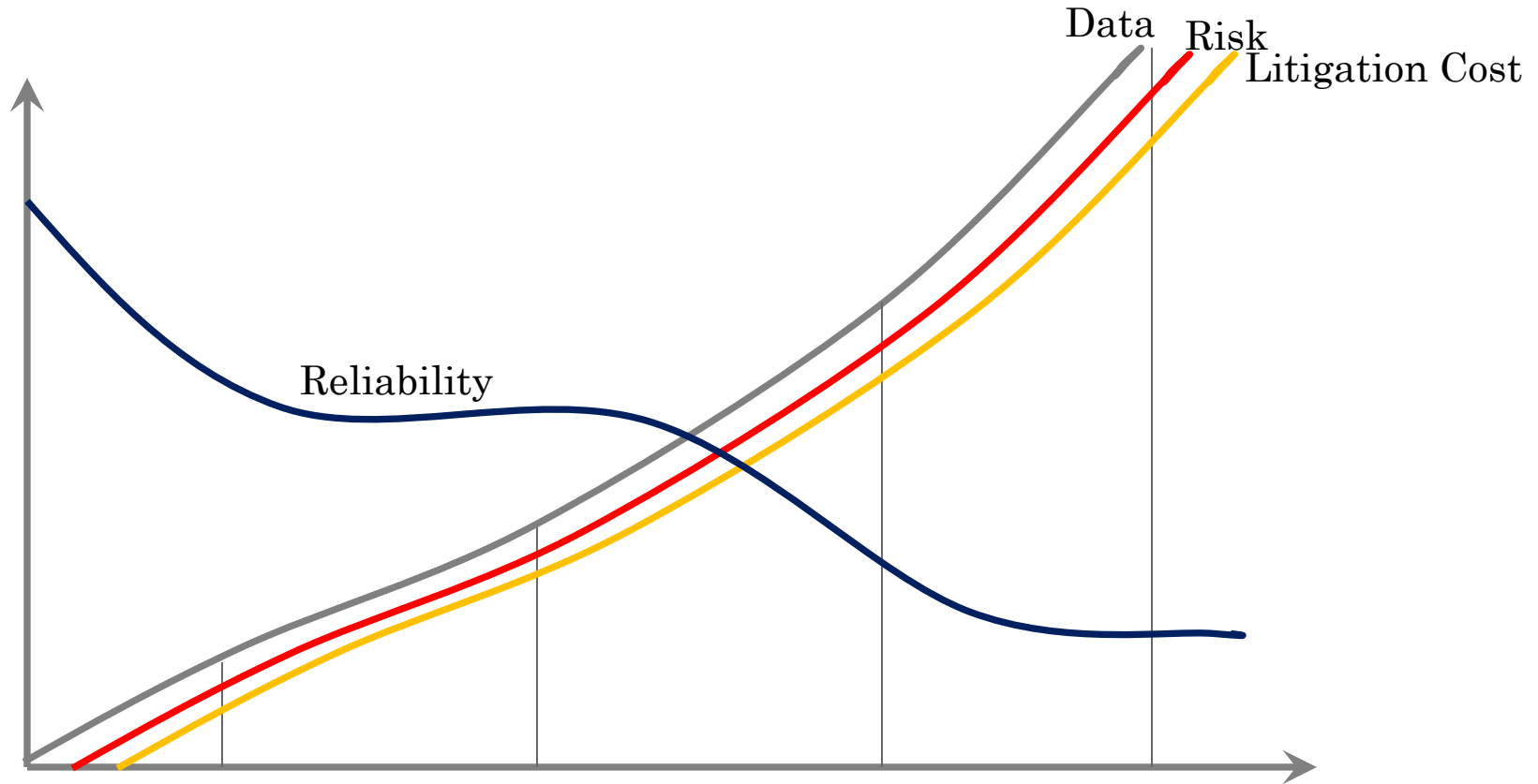
Data & Value Curve



Dependencies & Pre-requisites



Do Nothing Scenario



Exponential information growth
 Outpaces IT budget
 Outpaces risk control systems and processes

Outpaces business system capacity and compromises accessibility in key business processes, litigation discovery

Quantity and accessibility increase discovery risk and total litigation cost exposure
 Accessibility, reliability and utility undermine decision processes

Integrity and accessibility compromise financial reporting
 Reliability, integrity and accessibility impact business performance

Topics

1. Value Roadmap

- Cost and risk impacts of IT investments
- Value curve, pre-requisites

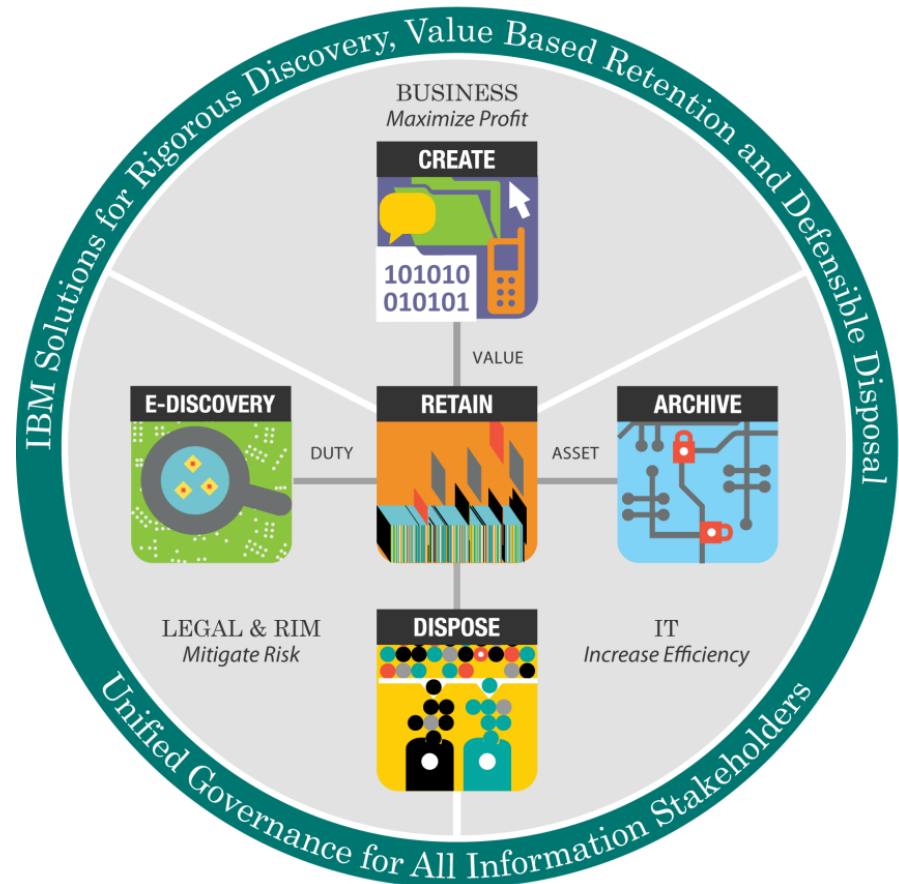
2. Getting more value from your ECM investments

- Adding products to lower cost, risk
- Upcoming releases increasing value from current investments

ILG Solutions Close Gaps Between Legal, IT and Records Stakeholders to Systematically Lower Cost and Risk

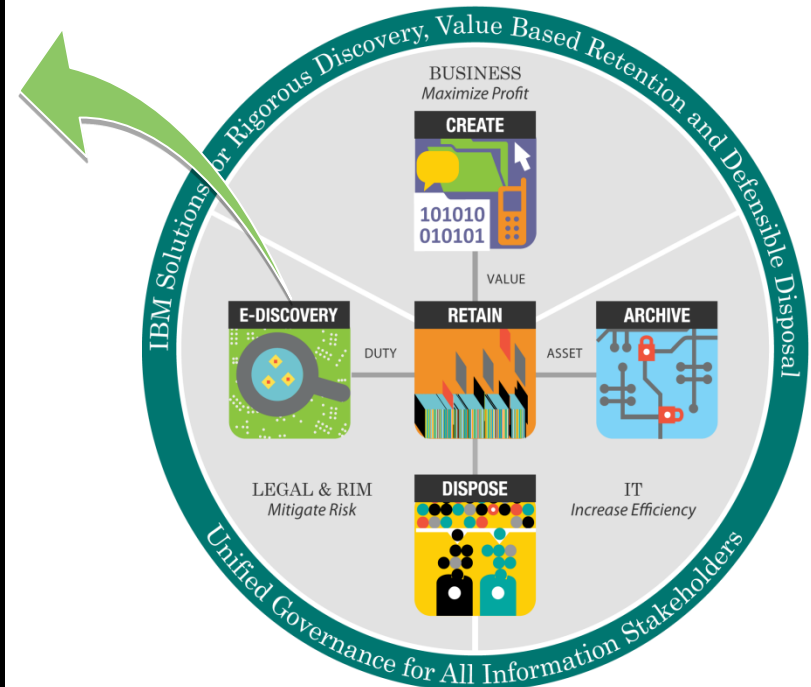
Only IBM links stakeholders and their processes to connect legal duties and business value to information assets.

- ✔ Effectively retain and archive information
- ✔ Defensibly dispose of information to lower both cost and risk
- ✔ Efficiently meet eDiscovery obligations




ILG – eDiscovery Management

Process Needs	Capabilities Required	IBM ECM Products
eDiscovery Process Management	<ul style="list-style-type: none"> ▪ Issuing Holds ▪ Custodian Interviews and tracking ▪ Scoping people, data sources & records ▪ Coordinating and conducting collections ▪ Enterprise map for rapid discovery ▪ Monitoring and reporting on the eDiscovery process ▪ Dispositioning collected data ▪ Enforcing and releasing holds ▪ Compliance coordination for IT, employees and records managers 	<ul style="list-style-type: none"> ▪ Atlas Discovery for Legal* ▪ Atlas Discovery for IT* ▪ Atlas Discovery for Employees *
Case Assessment & Analytics	<ul style="list-style-type: none"> ▪ Evidence assessment and analytics ▪ Case cost assessment ▪ Cross-portfolio cost forecasting ▪ First pass review ▪ Cross-portfolio custodian, case and evidence pattern analysis 	<ul style="list-style-type: none"> ▪ Atlas Discovery Cost Forecasting* ▪ eDiscovery Mgr ▪ eDiscovery Analyzer ▪ IBM CM8 or FileNet P8 ▪ IBM Content Collector




* - New ILG portfolio elements

ILG – eDiscovery Management: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>eDiscovery Process Management</p>	<ul style="list-style-type: none"> ▪ 1H 2010: Atlas 5.0 <ul style="list-style-type: none"> –Legal obligations are communicated to IT clearly and precisely, and interactive workflows with legal reduce confusion, duplicate record keeping and burden –IT can look up active holds, collections and current retention requirements by asset or employee to efficiently and effectively manage data –Workload dashboards provide visibility into the discovery burden on the IT organization, and enable IT management to better plan staffing levels –IT managers can now answer "Which systems present the greatest risk?" using a graphical view of the systems with the highest discovery volume ▪ 2H 2010: Atlas Discovery integration with IBM eDiscovery Manager ▪ 1H 2011: Atlas 6.0 	<ul style="list-style-type: none"> ▪ Atlas Discovery for Legal* ▪ Atlas Discovery for IT* ▪ Atlas Discovery for Employees *


* - New ILG portfolio elements

ILG – eDiscovery Management: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>Case Assessment and Analytics</p>	<ul style="list-style-type: none"> ▪ Dec 2010: V2.2 IBM eDiscovery Manager <i>Enhanced Case Agility</i> ▪ New security role types and cross-repository support streamline case management <ul style="list-style-type: none"> –Case support across multiple IBM ECM repositories to support complex cases across global enterprise sources –New, dynamic security roles for granular case access controls ▪ Preview, export, and API enhancements speed review and eDiscovery workflow processes <ul style="list-style-type: none"> –New HTML attachment preview –APIs for Redaction Partners (Informative Graphics, Optim) 	<ul style="list-style-type: none"> ▪ Atlas Discovery Cost Forecasting* ▪ eDiscovery Manager ▪ eDiscovery Analyzer ▪ IBM CM8 or FileNet P8 ▪ IBM Content Collector

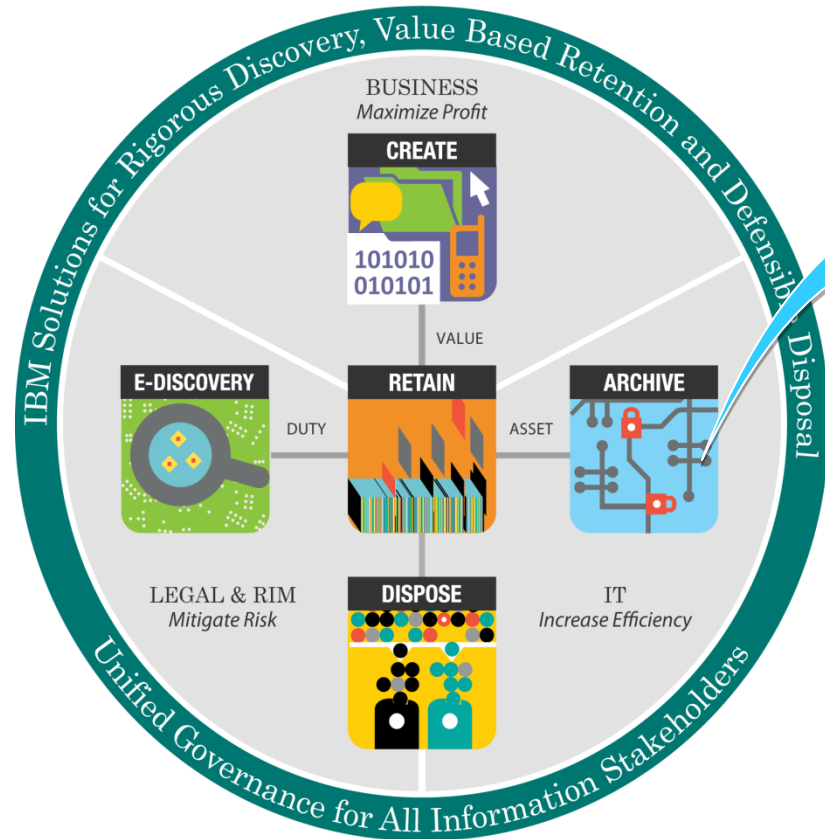
* - New ILG portfolio elements

ILG – eDiscovery Management: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>E-DISCOVERY</p> <p>Case Assessment and Analytics</p>	<p>Dec 2010: V2.2 IBM eDiscovery Analyzer <i>Accelerated Case Insights</i></p> <ul style="list-style-type: none"> ▪ Rapid identification of keyword and phrase variations help avoid accidental content omission from common misspellings and matter-relevant synonyms <ul style="list-style-type: none"> –Includes thesaurus support –Searching of flags and comments ▪ Faster category-driven analysis is delivered from hierarchical and canonical facets as well as similarity searching ▪ Preview enhancements speed review to locate and identify work in process on a given matter <ul style="list-style-type: none"> –HTML and Native Email Preview –Color-coded flags 	<ul style="list-style-type: none"> ▪ Atlas Discovery Cost Forecasting* ▪ eDiscovery Manager ▪ eDiscovery Analyzer ▪ IBM CM8 or FileNet P8 ▪ IBM Content Collector

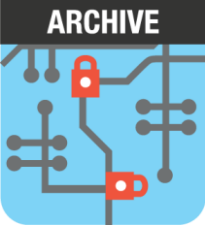
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ILG – Smart Archive

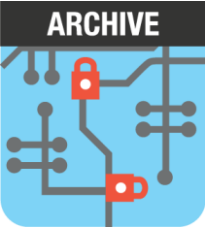


Capabilities Required	Typical Sources	IBM ECM Products
Archive Email	<ul style="list-style-type: none"> Lotus Notes Email Microsoft Exchange Email SMTP Email Programs 	<ul style="list-style-type: none"> ICC for Email
Archive Files	<ul style="list-style-type: none"> Microsoft File Systems Desktops (via FastBack) Data ONTAP (NetApp/IBM NSeries) Novell Netware File Systems Other File Systems 	<ul style="list-style-type: none"> ICC for Files
Archive Collaboration Content	<ul style="list-style-type: none"> Microsoft SharePoint 	<ul style="list-style-type: none"> ICC for MS SharePoint
Archive Application data & documents	<ul style="list-style-type: none"> SAP Non SAP (Oracle etc) 	<ul style="list-style-type: none"> ICC for SAP Optim Data Growth
Content Classification	<ul style="list-style-type: none"> Emails, Files and Collaboration Content 	<ul style="list-style-type: none"> IBM Classification Module
Content Capture	<ul style="list-style-type: none"> Documents, print copies 	<ul style="list-style-type: none"> IBM Datacap
Target Content Repository	<ul style="list-style-type: none"> IBM Content Manager FileNet Content Manager Tivoli Storage Manager 	<ul style="list-style-type: none"> IBM CM8 or CMOD FileNet P8 TSM (Optim, ICC for SAP)

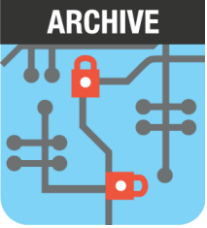
ILG – Smart Archive: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>Archive Email</p>	<p>Dec 2010: V2.2 IBM Content Collector for Email SMTP Email Collector</p> <ul style="list-style-type: none"> ▪ New email collector that can collect email documents over the standard SMTP protocol in MIME format <ul style="list-style-type: none"> – Supports compliance and eDiscovery scenarios; generally accessed only through applications such as IBM Enterprise Records or IBM eDiscovery – Can be leveraged with any email server that supports forwarding rules including Lotus Domino, Microsoft Exchange ▪ Email documents collected in the MIME format can be viewed with many different clients and applications 	<ul style="list-style-type: none"> ▪ IBM Content Collector for Email

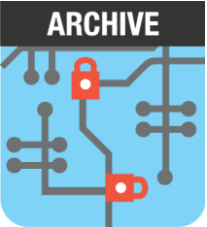
ILG – Smart Archive: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>Archive Email</p>	<p>Dec 2010: V2.2 IBM Content Collector for Email</p> <p>Microsoft Exchange</p> <ul style="list-style-type: none"> ▪ Improvements in metadata extraction that support most property values available in an Exchange email document <ul style="list-style-type: none"> – Both MAPI and named properties – Examples include private flag, importance, sensitivity, categories, calendar entry dates <p>Lotus Notes Mail</p> <ul style="list-style-type: none"> ▪ Collection of email documents from user created local archive mail databases <ul style="list-style-type: none"> – Users upload copies of local archive mail databases to the Content Collector server for processing – The upload process triggered by an email from the administrator – Supports compliance and e-discovery use-cases ▪ Additional option to collect all documents from all databases in a specific directory on the Domino server 	<ul style="list-style-type: none"> ▪ IBM Content Collector for Email

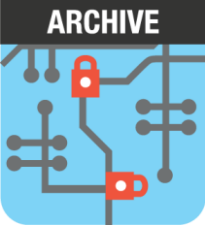
ILG – Smart Archive: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>Archive Email</p>	<p>Dec 2010: V2.2 IBM Content Collector for Email</p> <p>End User Clients</p> <ul style="list-style-type: none"> ▪ Improvements made to end-user experience when working with stubs in email clients <ul style="list-style-type: none"> –When a user opens or previews a stubbed email document in Lotus Notes or Microsoft Outlook they will see a full copy of the original message –The email document is temporarily cached on the client in a local cache that will be removed when the user closes the mail client ▪ End-user access for stubs or email client features can support multiple repository instances simultaneously <ul style="list-style-type: none"> –Multiple IBM Content Manager (CM8) library servers or IBM FileNet P8 object stores 	<ul style="list-style-type: none"> ▪ IBM Content Collector for Email

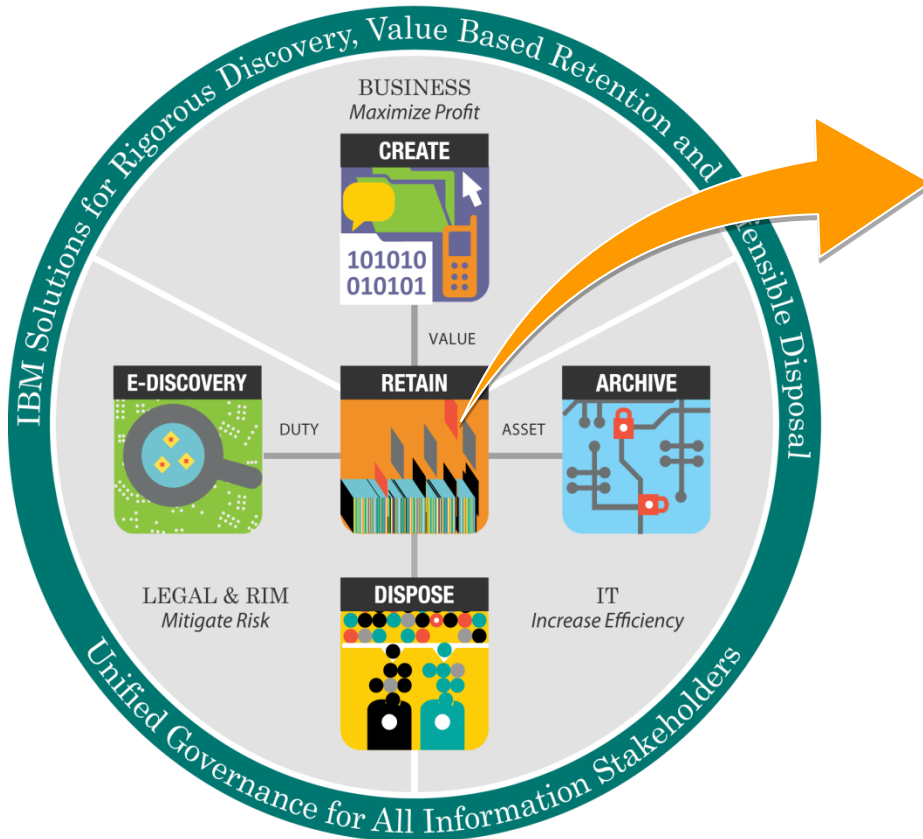
ILG – Smart Archive: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>Archive Files</p>	<p>Dec 2010: V2.2 IBM Content Collector for File Systems</p> <ul style="list-style-type: none"> ▪ Improvements made to end-user experience when working with stubs <ul style="list-style-type: none"> –Stub documents can maintain the original document icon –The modified and created dates of the original document are maintained on stub documents ▪ Post processing improvements made to improve support for non Windows file systems <ul style="list-style-type: none"> –Documents can be marked as processed or archived without the use of Windows NTFS specific features –When documents are marked the original modified and created date values are maintained ▪ Access control list information on documents can be created on documents in IBM FileNet P8 	<ul style="list-style-type: none"> ▪ IBM Content Collector for File Systems

ILG – Smart Archive: What’s New?

Process Needs	WHAT’S NEW?	IBM ECM Products
 <p>Archive Collaborative Content</p>	<p>Dec 2010: V2.2 IBM Content Collector for SharePoint</p> <ul style="list-style-type: none"> ▪ Ability to capture content from Blog or Wiki libraries <ul style="list-style-type: none"> –Content is captured as HTML, using the default styles for those types of content ▪ Improvements in metadata and security mapping <ul style="list-style-type: none"> –Document stubs can maintain original site column, list column, and access control list settings –List level columns can be mapped to IBM ECM properties –Documents captured in to IBM FileNet P8 can be created with security settings that match the access control settings in SharePoint 	<ul style="list-style-type: none"> ▪ IBM Content Collector for SharePoint

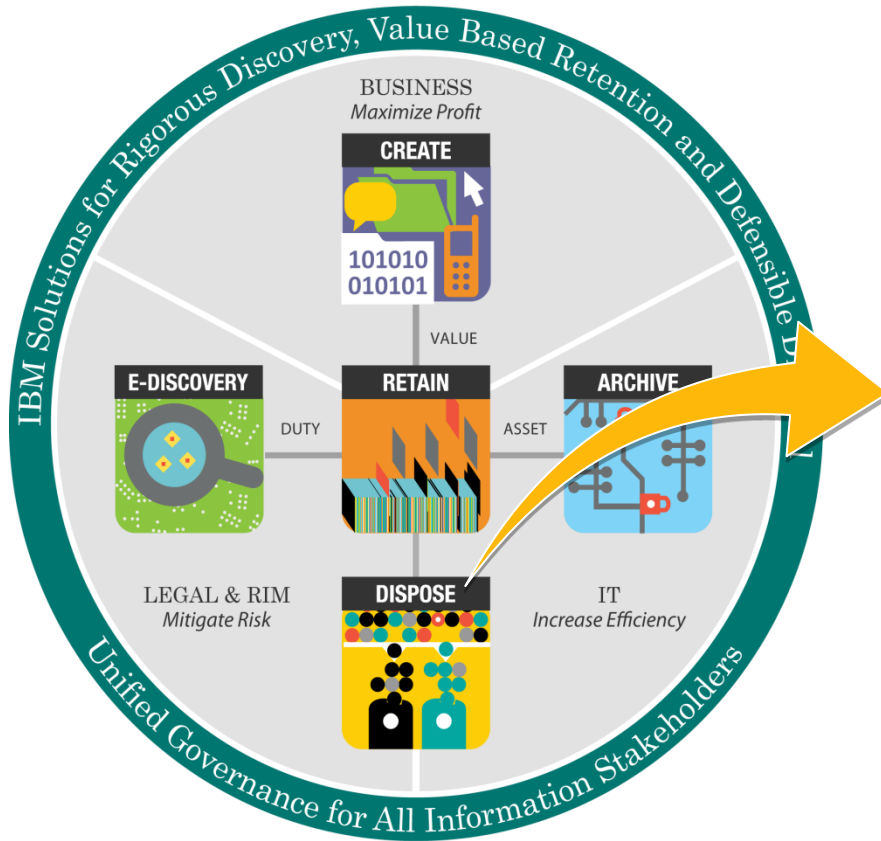
ILG - Records and Retention Management



Process Needs	Capabilities Required	IBM ECM Products
Global Policy and Schedule Management	<ul style="list-style-type: none"> Establish Retention program all information Management departmental information management procedures Disposition of legacy data Information Policy audit Coming soon 1H 2011: Atlas 6.0 	<ul style="list-style-type: none"> Atlas Enterprise Retention Management* Atlas Retention for Employees*
Enterprise Records Management	<ul style="list-style-type: none"> Identify records from across the enterprise – SharePoint, Email, Files and SAP Declare records in formal and informal processes Coming soon 2H 2011: IER 5.0 	<ul style="list-style-type: none"> IBM Enterprise Records IBM Classification Module IBM Content Collector

* - New ILG portfolio elements

ILG – Defensible Disposal



Process Needs	Capabilities Required	IBM ECM Products
Governance & Risk Management	<ul style="list-style-type: none"> Information governance IT dashboard providing risk, cost and volume profiles about data containers, assets and workflow enablement among IT, Legal and retention. 	<ul style="list-style-type: none"> Atlas Information Governance for IT)
Disposal Enablement	<ul style="list-style-type: none"> Information Governance, Data map catalog for IT Legal stakeholder linkage Records, compliance officer linkage For IT to manage what is determined to be retained, to implement, application and/or data retirement, and archival projects Analyzing, organizing information in hand 	<ul style="list-style-type: none"> Atlas Disposal & Governance Management for IT Atlas eDiscovery Process Management, Atlas Discovery for IT¹ Atlas Global Retention Policy and Schedule Management, Atlas Policy Federation Framework and Connectors² Smart Archive (SA) elements, such as ICC, ICC SAP, Optim Data Growth, based on archival needs, please see the ILG Smart Archive Playbook for full list of SA products IBM Content Analytics, IBM Classification Module

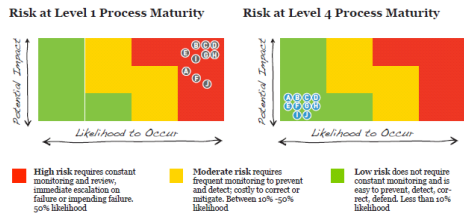
IBM Information Lifecycle Governance

TOOLS

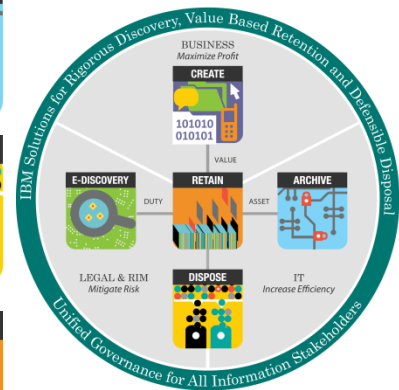
BEST PRACTICE EXPERTISE

SOLUTIONS

Process Maturity Correlates Directly to Legal and Risk



Process	Sources of Failure Risk in Manual Process:
A LEGAL HOLDS SCOPE CUSTODIANS	Legal scopes the wrong employees, those employees terminate or transfer mid-matter and data subject to hold is lost.
B LEGAL HOLDS SCOPE INFORMATION	Legal fails to identify sources of data managed by IT staff and data subject to hold is destroyed.
C LEGAL HOLDS PUBLISH	IT, employee migrates, retires or modifies data due to no hold visibility.
D LEGAL HOLDS INTERVIEW CUSTODIANS	Legal fails to identify or follow through on information gleaned in thousands of interviews.
E COLLECTION WORKFLOW	Data isn't collected because of a missing data source, departing employees, incomplete prior collection inventory, communication and tracking errors.
F DISCOVERY REPORTING	Unable to assemble, understand or defend the audit trail of discovery activities.
G ROUTINE DISPOSAL	Failures in Record keeping and regulatory change management.
H LEGACY DISPOSAL	IT 'disposes everything', increases discoverable mass.
I RETENTION PROGRAM	IT disposes of data subject to legal obligation or of value to the business
J POLICY AUDIT	Internal compliance audit failures on records and legal holds expose the company in discovery, or the company is unable to respond to regulators.



Thank You!



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Putting Content to Work
ECM UserNet 2011

